

BAY AREA AIR QUALITY MANAGEMENT DISTRICT  
SUPPLEMENTAL APPLICATION

**RADIO/TELEPHONE OPERATOR**

Individuals who apply for this position must respond to each of the following questions and return their responses to the Human Resources Office along with their official BAAQMD application no later than the time and date specified in the vacancy announcement. The responses to the supplemental application questions will be used in accordance with the procedures indicated under the Selection Criteria in the vacancy announcement.

**Instructions:** Please respond to each of the following questions below. Please limit your responses to one page per question. Do not combine your responses, or reference your application, resume, or any other requested documentation that you have included with your application packet to answer a question.

Please be advised that the information you provide will be evaluated “as is” and incomplete or illegible applications will likely receive lower ratings. Therefore, it is very important to provide a concise, organized, and easy to follow response to each question.

**YOU MUST PROVIDE THE FOLLOWING FOR EACH QUESTION REGARDING EXPERIENCE: THE NAME OF THE EMPLOYER WHERE YOU GAINED YOUR EXPERIENCE, YOUR JOB TITLE, LENGTH OF TIME IN YEARS/MONTHS PERFORMING THE SPECIFIC FUNCTION, AND DETAILED EXAMPLES THAT ILLUSTRATE YOUR DUTIES AND RESPONSIBILITIES.**

1. Please describe your education and experience that qualifies you for this position. Include any experience in operating radio and telecommunications equipment and any experience in “customer” service or dealing in with the public.
2. Describe your experience in maintaining various office files, logs, records and other data. Also, describe your experience in the use of standard office equipment, include in your answer what computer programs you are familiar with and any data entry you have performed.
3. Describe **two** challenging “customer” service experiences where you were required to resolve an issue(s) on behalf of your employer. Explain why the situations were challenging, the issues involved and how you resolved them.
4. Describe your experience in prioritizing work and coordinating several activities simultaneously. Include examples where important deadlines or time constraints were involved and demonstrate how your actions ensured that the work involved was completed in a timely manner.

***Please return this signed form attached to your responses.***

**I certify that the information provided on all application materials is accurate and complete to the best of my knowledge. I understand that any falsification may cancel any terms, conditions, or privileges of employment.**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_